



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON WIESBADEN
UNIT 29623
APO AE 09005-9623

IMWB-ZA

17 July 2020

MEMORANDUM FOR All Members of the United States Army Garrison (USAG) Wiesbaden Community

SUBJECT: USAG Wiesbaden Command Policy Letter #1, Open Door Policy

1. My door is open to all Soldiers, Civilian or contract personnel and Family members residing in the USAG Wiesbaden area of responsibility to discuss areas of concern; however, I have confidence that the individual chain of command will properly address all issues arising within the USAG Wiesbaden at the lowest level through two-way communication.
2. On the rare occasion when there is a perception the chain of command is part of the problem or when an immediate supervisor cannot resolve the matter, the issue must first be directed in writing to the Deputy to the Garrison Commander. The request should describe the nature of the issue, why my personal attention is required, and what steps have been taken to address the issue. Issues affecting enlisted personnel should be brought to the attention of the Command Sergeant Major, if possible, before being referred to me. If these individuals cannot resolve the issue, I will intercede.
3. This policy does not apply to issues that are under disciplinary review, concern adverse personnel action, or have already been addressed through other procedures or subordinate authorities. Examples include ongoing investigations, reassignment orders, inspector general inquiries, administrative separations, equal opportunity (EO) or equal employment opportunity (EEO) issues, and issues relating to grades or the discipline of civilian employees.
4. No one will prevent anyone assigned to or living in the USAG Wiesbaden area of responsibility from requesting assistance from the chain of command, an inspector general, a judge advocate, an EO or EEO advisor, or a member of Congress.


MARIO A. WASHINGTON
COL, AG
Commanding